

FIG. 1

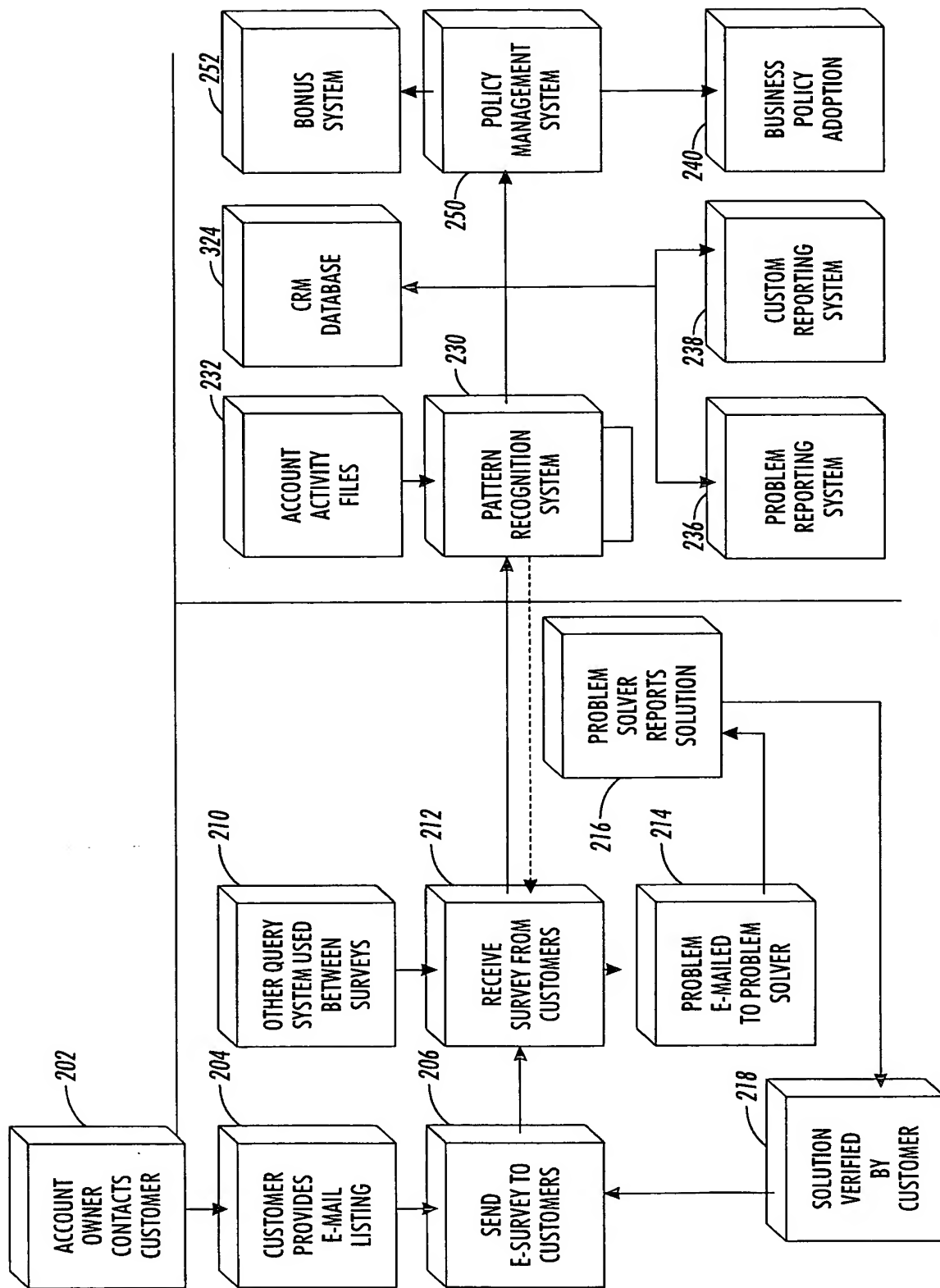
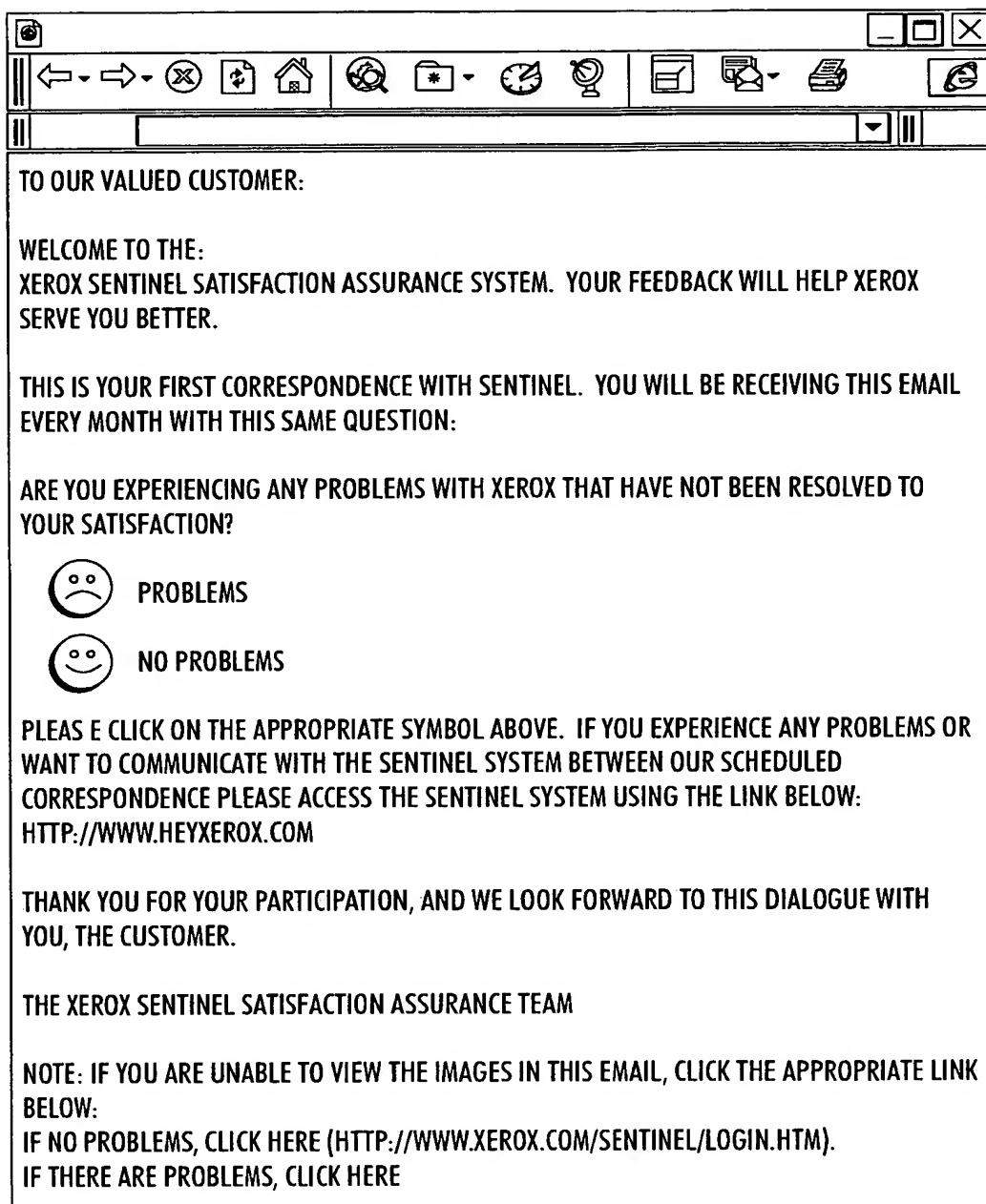


FIG. 2





TO OUR VALUED CUSTOMER:

WELCOME TO THE:
XEROX SENTINEL SATISFACTION ASSURANCE SYSTEM. YOUR FEEDBACK WILL HELP XEROX
SERVE YOU BETTER.

THIS IS YOUR FIRST CORRESPONDENCE WITH SENTINEL. YOU WILL BE RECEIVING THIS EMAIL
EVERY MONTH WITH THIS SAME QUESTION:

ARE YOU EXPERIENCING ANY PROBLEMS WITH XEROX THAT HAVE NOT BEEN RESOLVED TO
YOUR SATISFACTION?

 PROBLEMS

 NO PROBLEMS

PLEASE CLICK ON THE APPROPRIATE SYMBOL ABOVE. IF YOU EXPERIENCE ANY PROBLEMS OR
WANT TO COMMUNICATE WITH THE SENTINEL SYSTEM BETWEEN OUR SCHEDULED
CORRESPONDENCE PLEASE ACCESS THE SENTINEL SYSTEM USING THE LINK BELOW:
[HTTP://WWW.HEYXEROX.COM](http://www.heyxerox.com)

THANK YOU FOR YOUR PARTICIPATION, AND WE LOOK FORWARD TO THIS DIALOGUE WITH
YOU, THE CUSTOMER.

THE XEROX SENTINEL SATISFACTION ASSURANCE TEAM

NOTE: IF YOU ARE UNABLE TO VIEW THE IMAGES IN THIS EMAIL, CLICK THE APPROPRIATE LINK
BELOW:
IF NO PROBLEMS, CLICK HERE ([HTTP://WWW.XEROX.COM/SENTINEL/LOGIN.HTM](http://www.xerox.com/sentinel/login.htm)).
IF THERE ARE PROBLEMS, CLICK HERE

FIG. 3

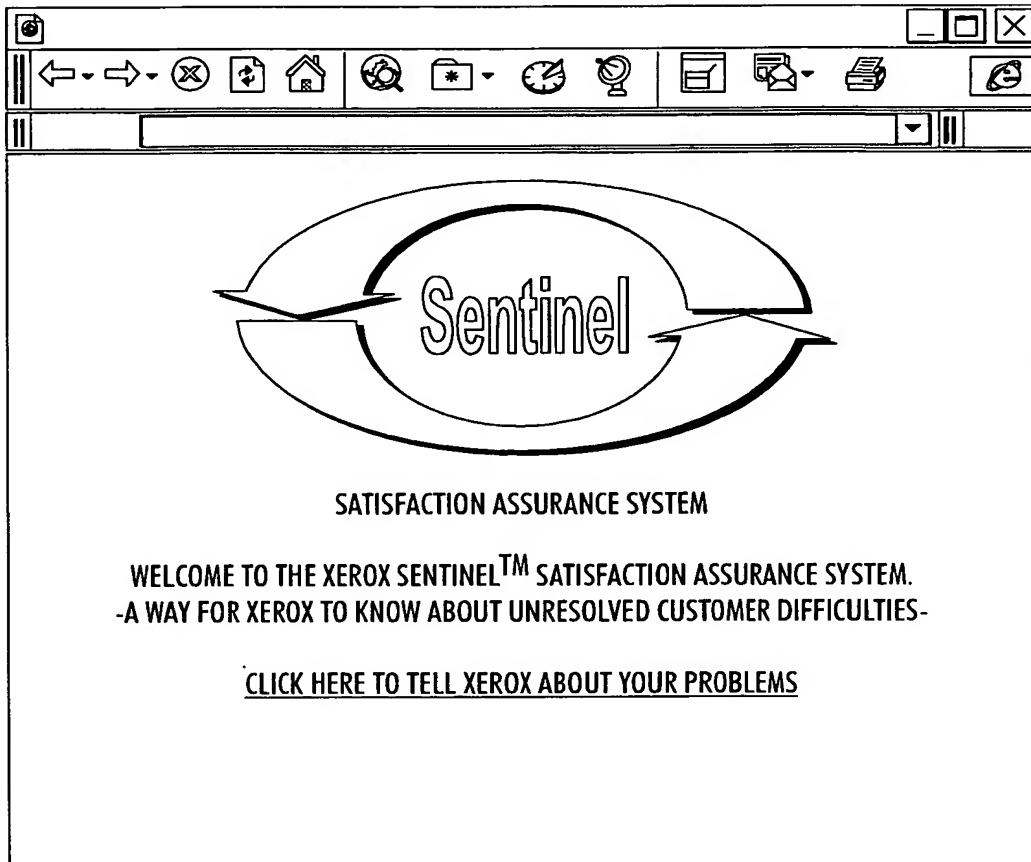
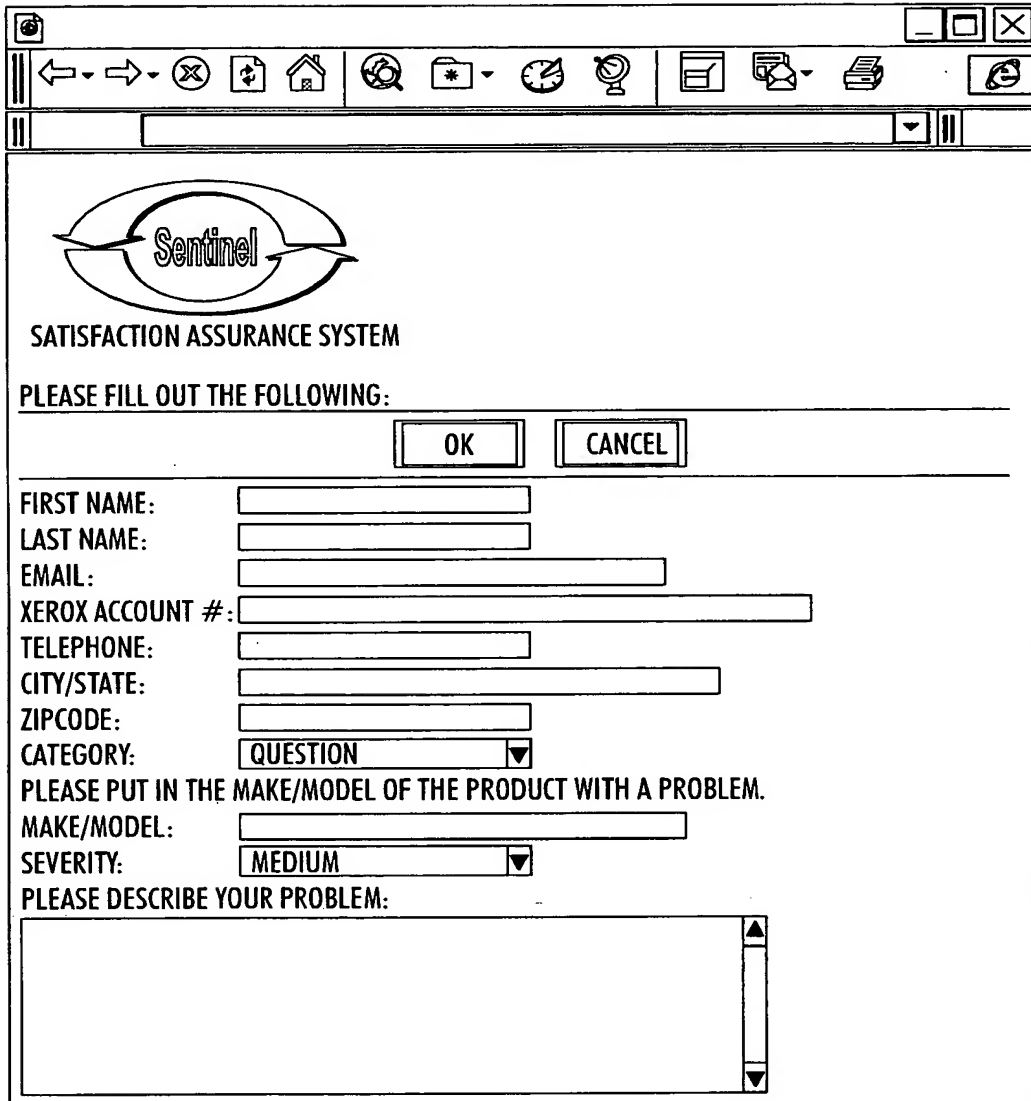


FIG. 4



The image shows a screenshot of a web browser window. The browser's address bar is empty. The page features the Sentinel logo, which consists of an eye shape with the word "Sentinel" inside. Below the logo, the text "SATISFACTION ASSURANCE SYSTEM" is displayed. A prompt "PLEASE FILL OUT THE FOLLOWING:" is followed by "OK" and "CANCEL" buttons. The form contains several input fields: "FIRST NAME:", "LAST NAME:", "EMAIL:", "XEROX ACCOUNT #:", "TELEPHONE:", "CITY/STATE:", "ZIPCODE:", "CATEGORY:" (with a dropdown menu showing "QUESTION"), "PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM." (with a text input field), "MAKE/MODEL:" (with a text input field), "SEVERITY:" (with a dropdown menu showing "MEDIUM"), and "PLEASE DESCRIBE YOUR PROBLEM:" (with a large text area). The browser window has a standard toolbar with icons for back, forward, home, search, and other functions.

Sentinel

SATISFACTION ASSURANCE SYSTEM

PLEASE FILL OUT THE FOLLOWING:

OK **CANCEL**

FIRST NAME:

LAST NAME:

EMAIL:

XEROX ACCOUNT #:

TELEPHONE:

CITY/STATE:

ZIPCODE:

CATEGORY:

PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM.

MAKE/MODEL:

SEVERITY:

PLEASE DESCRIBE YOUR PROBLEM:

FIG. 5

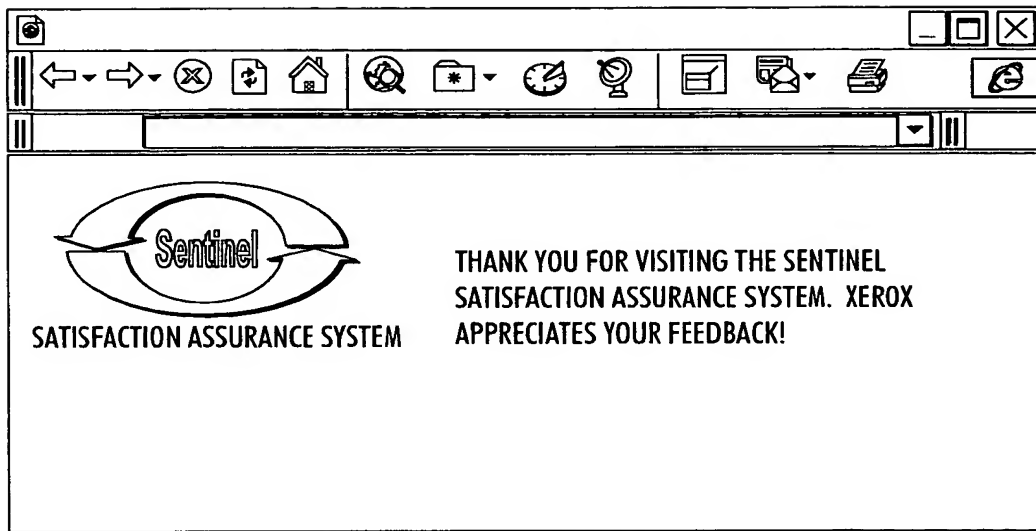


FIG. 6

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WHO	DATE	SUBJECT
CALCIUM@BBS.XBRG.COM	01:44 PM 8/19/2001	CALCIUM EVENT ADDED
CALCIUM@BBS.XBRG.COM	01:44 PM 8/19/2001	SENTINEL NOTIFICATION
CALCIUM@BBS.XBRG.COM	02:51 PM 8/19/2001	CALCIUM EVENT MODIFIED


SUBJECT: SENTINEL NOTIFICATION

THE STATE OF 22 IS ASSIGNED
TICKETID:22
DATE: 21 AUG 2001 14:18:11.000
FIRST NAME: SALLY
LAST NAME: HOOPER
E-MAIL: SALLYHPR@EARTHLINK.NET
XEROX ACCOUNT #: 12345678WZWXSWESXDERLWIOLSDF
TELEPHONE: 310 555-8843
CITY/STATE: LA CA
ZIPCODE: 90040
SUMMARY: TEST
DESCRIPTION:
THIS IS A TEST PROBLEM

DESCRIPTION

SEVERITY: LOW
ASSIGNED TO: IBRC
ASSIGN DATE: 21 AUG 2001 14:18:11

FIG. 7



SATISFACTION ASSURANCE SYSTEM

LOGIN:
 PASSWORD:
 PROJECT: ▼

FIG. 8

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The screenshot shows a web application interface with a standard browser window. The address bar is empty. The top navigation bar contains three dropdown menus: '-TICKET-', '-MANAGE-', and '-ADMIN-'. To their right are three buttons: '? HELP', 'NOVICE', and 'IN BOX'. Below these is a search bar and three buttons: 'DISPLAY' (with a magnifying glass icon), 'UPDATE' (with a document icon), and 'EXIT' (with an arrow icon). The main content area displays 'PAGE: 1 FILTER: NONE'. Below this is a table with three columns and three rows. The first row has empty cells. The second row contains '24', 'E', and 'TICKETS'. The third row contains '25', 'E', and 'TICKETS'. The fourth row contains '26', 'E', and 'TICKETS'. Below the table, a legend states 'N - NOT ALLOWED TO VIEW FIELD E - EMPTY FIELD' and 'PAGE: 1'. The bottom of the interface is a large empty rectangular box.

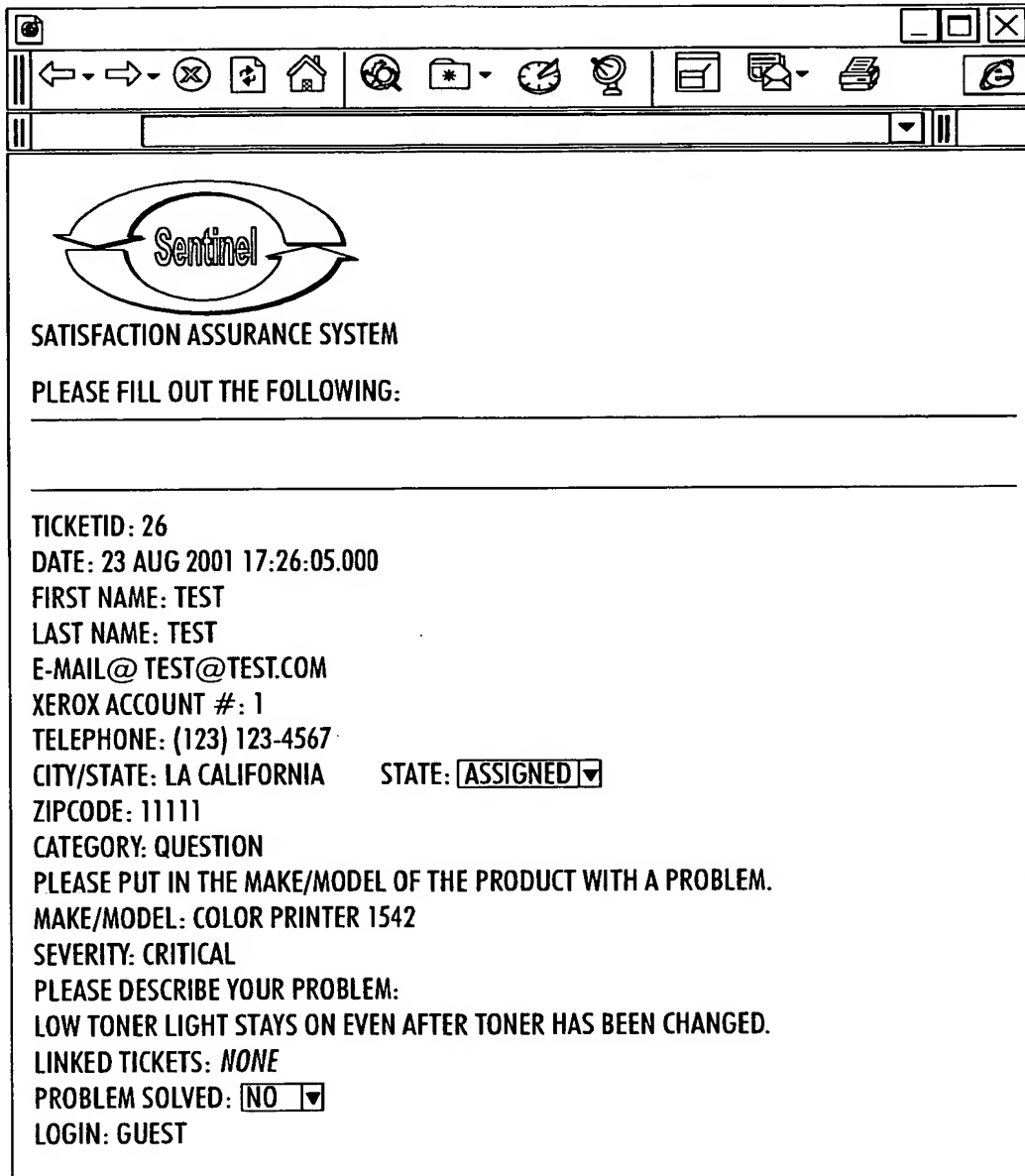
○	24	E
○	25	E
●	26	E

TICKETS

N - NOT ALLOWED TO VIEW FIELD E - EMPTY FIELD
PAGE: 1

FIG. 9

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Sentinel

SATISFACTION ASSURANCE SYSTEM

PLEASE FILL OUT THE FOLLOWING:

TICKETID: 26
DATE: 23 AUG 2001 17:26:05.000
FIRST NAME: TEST
LAST NAME: TEST
E-MAIL@ TEST@TEST.COM
XEROX ACCOUNT #: 1
TELEPHONE: (123) 123-4567
CITY/STATE: LA CALIFORNIA STATE: **ASSIGNED** ▼
ZIPCODE: 11111
CATEGORY: QUESTION
PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM.
MAKE/MODEL: COLOR PRINTER 1542
SEVERITY: CRITICAL
PLEASE DESCRIBE YOUR PROBLEM:
LOW TONER LIGHT STAYS ON EVEN AFTER TONER HAS BEEN CHANGED.
LINKED TICKETS: *NONE*
PROBLEM SOLVED: **NO** ▼
LOGIN: GUEST

FIG. 10

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The screenshot shows a web application window with a standard browser-like interface. At the top is a toolbar with icons for navigation (back, forward, stop, home), search, and document management (print, save, delete). Below the toolbar is a header bar with a dropdown menu and a refresh icon. The main content area is titled "INTERNAL ANALYSIS:" and contains a large, empty text box with a vertical scrollbar. Below this text box, the following information is displayed: "ASSIGNED TO: IBRC", "STANDARD SOLUTION: YES NO", "PUBLISHED: YES NO", "CREATOR E-MAIL: NONE", "MODIFIED BY: GUEST", "MODIFICATION DATE: 23 AUG 2001 17:26:05.000", and "HISTORY: CREATED BY USER GUEST ON 23 AUG 2001 17:26:05.000". A horizontal line separates this from the "E-MAIL HISTORY:" section, which shows "E-MAIL SENT ON 23 AUG 2001 17:26:06 BY GUEST TO: USER IBRC, USER ADMIN, TEST@TEST.COM". Another horizontal line follows, leading to the "MESSAGE TEXT SENT:" section, which contains the text "THE STATE OF 26 IS ASSIGNED". At the bottom of the window is a row of five buttons: "OK", "CANCEL", "CREATE ANOTHER", "ROUTE BACK", and "ROUTE FORWARD".

INTERNAL ANALYSIS:

ASSIGNED TO: IBRC
STANDARD SOLUTION: YES NO
PUBLISHED: YES NO
CREATOR E-MAIL: NONE
MODIFIED BY: GUEST
MODIFICATION DATE: 23 AUG 2001 17:26:05.000
HISTORY:
CREATED BY USER GUEST ON 23 AUG 2001 17:26:05.000

E-MAIL HISTORY:
E-MAIL SENT ON 23 AUG 2001 17:26:06 BY GUEST TO:
USER IBRC, USER ADMIN, TEST@TEST.COM

MESSAGE TEXT SENT:
THE STATE OF 26 IS ASSIGNED

OK CANCEL CREATE ANOTHER ROUTE BACK ROUTE FORWARD

FIG. 11